



April 7, 2015

Dr. Robert McCart
President
Career Quest Learning Centers
3215 South Pennsylvania Avenue
Lansing, MI 48910

Certified Mail Return Receipt Requested
7012 1640 0000 0216 6219

RE: **Final Program Review Determination**
OPE ID: 03915300
PRCN: 2014 4 08 28789

Dear Dr. McCart:

The U.S. Department of Education's (Department's) Chicago/Denver School Participation Team issued a program review report on February 3, 2015 covering Career Quest Learning Center's (CQLC's) administration of programs authorized pursuant to Title IV of the Higher Education Act of 1965, as amended, 20 U.S.C. §§ 1070 et seq. (Title IV, HEA programs), for the 2013-2014 and 2014-2015 award years. The institution's final response was received on March 31, 2015.

The Chicago/Denver School Participation Team has reviewed CQLC's responses to the Program Review Report. A copy of the program review report (and related attachments) and CQLC's response are attached. Any supporting documentation submitted with the response is being retained by the Department and is available for inspection by CQLC upon request. Additionally, this Final Program Review Determination (FPRD), related attachments, and any supporting documentation may be subject to release under the Freedom of Information Act (FOIA) and can be provided to other oversight entities after this FPRD is issued.

CQLC's responses have resolved all findings. In addition CQLC has provided assurances that the appropriate corrective actions have been taken to resolve and prevent future occurrences of all findings. Therefore, CQLC may consider the program review closed with no further action required.

Appendix A, Student Sample, contain personally identifiable information and will be emailed to CQLC as an encrypted WinZip file using Advanced Encryption Standard, 256-bit. The password needed to open the encrypted WinZip file(s) will be sent in a separate email.

Program records relating to the period covered by this program review must be retained until the later of: the resolution of the loan(s), claim(s) or expenditure(s) questioned in the program

review [34 C.F.R. § 668.24(e)(3)(i)] or the end of the retention period applicable to the record [34 C.F.R. § 668.24(e)(1) and (e)(2)].

If you have any questions please call Derita Hall at (303) 844-0518.

Sincerely,



for Douglas A. Parrott
Division Director

Enclosure: Program Review Report (with attachments)
CQLC's Response to the Program Review Report

cc: Todd Brewer, Vice President of Compliance
Ms. Sue Schooler, Council of Occupational Education
Michigan Department of Licensing and Regulatory Affairs
Department of Defense
Department of Veterans Affairs
Consumer Financial Protection Bureau

Prepared for
Career Quest Learning Center

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OPE ID 03915300
PRCN 2014 4 08 28789

Prepared by
U.S. Department of Education
Federal Student Aid
School Participation Division – Chicago/Denver

Final Program Review Determination 04/07/2015

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A. Institutional Information

Career Quest Learning Center
3215 South Pennsylvania Avenue
Lansing, MI 48910-4732

Type: Proprietary

Highest Level of Offering: Associate Degree

Accrediting Agency: Council on Occupational Education

Current Student Enrollment: 494 (Summer 2014)

% of Students Receiving Title IV, HEA funds: 95.3% (Summer 2014)

Title IV, HEA Program Participation per U.S. Department of Education Database:

<u>Award Year</u>	<u>2012-2013</u>
William D. Ford Federal Direct Loan Program (Direct Loan)	\$6,687,436
Federal Pell Grant Program (Pell)	\$3,857,406

Default Rate FFEL/DL:	2011 – 21.8%
	2010 – 11.5%
	2009 – 9.3%

B. Scope of Review

The U.S. Department of Education (the Department) conducted a program review at Career Quest Learning Center (CQLC) from August 18, 2014 to August 22, 2014. The review was conducted by Derita Hall, Herschel Wallace, and Eric Schmidt.

The focus of the review was 90/10 Financial Analysis. The review consisted of an examination of CQLC's records examined.

A sample of 30 files was identified for review from the 2012-2013 and 2013-2014 award years. The files were selected randomly from a statistical sample of the total population receiving Title IV, HEA program funds for each award year. Appendix A lists the names and social security numbers of the students whose files were examined during the program review.

Disclaimer:

Although the review was thorough, it cannot be assumed to be all-inclusive. The absence of statements in the report concerning CQLC's specific practices and procedures must not be construed as acceptance, approval, or endorsement of those specific practices and procedures. Furthermore, it does not relieve CQLC of its obligation to comply with all of the statutory or regulatory provisions governing the Title IV, HEA programs.

This report reflects initial findings. These findings are not final. The Department will issue its final findings in a subsequent Final Program Review Determination letter.

C. Findings and Final Determinations

Resolved Findings¹

Findings 1 and 2: CQLC has taken the corrective actions necessary to resolve findings 1 and 2 of the program review report. Therefore, these findings may be considered closed. This finding is included solely for the purpose of discussing resolution of the finding.

Resolved Finding with Comments

The following program review finding has been resolved by CQLC², and may be considered closed. This finding is included solely for the purpose of discussing resolution of the finding.

Finding #3: Failure to Comply with Drug and Alcohol Abuse Prevention Program Requirements

***Citation:** The Drug-Free Schools and Communities Act (DFSCA) and Part 86 of the Department's General Administrative Regulations require each institution of higher education (IHE) to certify that it has developed and implemented a drug and alcohol abuse prevention program (DAAPP). The program must be designed to prevent the unlawful possession, use, and distribution of drugs and alcohol on campus and at recognized events and activities.*

On an annual basis, each IHE must provide the following information in writing to all current students (enrolled for any type of academic credit except for continuing education units) and all current employees:

- 1) A written statement about its standards of conduct that prohibits the unlawful possession, use or distribution of illicit drugs and alcohol by students and employees;*
- 2) A written description of legal sanctions imposed under Federal, state, and local laws and ordinances for unlawful possession or distribution of illicit drugs and alcohol;*
- 3) A description of the health risks associated with the use of illicit drugs and alcohol abuse;*
- 4) A description of any drug or alcohol counseling, treatment, and rehabilitation/re-entry programs that are available to students and employees; and,*

¹ See Appendix B for CQLC's response to the Program Review Report.

² For the FPRD purposes only; please refer to CQLC's cover letter to this report.

- 5) *A statement that the IHE will impose disciplinary sanctions on students and employees for violations of the institution's codes of conduct and a description of such sanctions.*

The distribution plan must make provisions for providing the DAAPP disclosure annually to students who enroll at a date after the initial distribution and for employees who are hired at different points throughout the year.

In addition, each IHE must conduct a biennial review to determine the effectiveness of its DAAPP and to ensure consistent enforcement of applicable drug and alcohol-related statutes, ordinances, and institutional policies against students and employees found to be in violation. The biennial review materials must be maintained by the IHE and made available to the Department upon request. 34 C.F.R. §§ 86.3 and 86.100.

Noncompliance:

CQLC violated multiple requirements of the DFSCA. Specifically, the school persistently failed to conduct any biennial reviews. As a direct outcome of this violation, CQLC has failed to do the following requirements:

- *assess the effectiveness of its DAAPP;*
- *evaluate the consistency of sanctions imposed for violations of its disciplinary standards and codes of conduct related to drugs and alcohol;*
- *and, identify areas requiring improvement or modification.*

Finally, by neglecting to conduct biennial review, CQLC also failed to produce a report of its biennial review findings.

Failure to comply with the DFSCA's DAAPP requirements deprives students and employees of important information regarding the educational, disciplinary, health, and legal consequences of illegal drug use and alcohol abuse. Failure to comply with the biennial review requirements also deprives the CQLC community of important information about the effectiveness of its own drug and alcohol programs. Such failures may contribute to increased drug and alcohol abuse as well as an increase in drug and alcohol-related violent crime at CQLC.

Required Action:

CQLC is required to take all necessary corrective actions to resolve these violations and to ensure that they do not recur. At a minimum, CQLC must perform the following:

- *Produce drug and alcohol program materials and develop new program content as needed to ensure that a comprehensive DAAPP that includes all of the required elements found in the DFSCA is in place;*

- *Publish a materially-complete annual DAAPP disclosure that summarizes the program;*
- *Develop detailed policies and procedures that will ensure that the DAAPP disclosure is distributed annually to every student who enrolls for any academic credit and to all employees. This policy must provide for active delivery to every member of the campus community regardless of when they enroll or are hired, and irrespective of the duration of enrollment/employment. A copy of CQLC's new DAAPP and new distribution policy must accompany with its response to this program review report.*
- *Distribute the new DAAPP disclosure and provide documentation evidencing the distribution as well as a statement of certification attesting to the fact that the materials were distributed in accordance with the DFSCA. This certification must also affirm that the institution understands all of its DFSCA obligations and that it has taken all necessary corrective actions to ensure that these violations do not recur;*
- *Conduct a biennial review to measure the effectiveness of its DAAPP and prepare a report of findings. CQLC's report must include a description of the research methods and data analysis tools that were used to determine the effectiveness of the program and the consistency of its enforcement strategy. The report must identify the responsible official(s) and office(s) that conducted the biennial review. Finally, the biennial review report (BR) must be approved by CQLC's chief executive and/or it's Board. The biennial review must be completed by May 1, 2015 and its report and supporting materials must be submitted to the review team by May 15, 2015. The Department expects to see evidence of CQLC's sincere commitment in this endeavor.*
- *Establish policies and procedures to ensure that all subsequent biennial reviews are conducted in a timely manner and are fully documented and to take all other necessary action to ensure that these violations do not recur. A copy of these new policies and procedures must accompany CQLC's biennial review report.*

CQLC must incorporate the findings from its biennial review into its DAAPP. Because the DFSCA went into effect in 1990, longstanding practice dictates that the biennial review is normally conducted in even-numbered years; however, CQLC's persistent failure to comply with all elements of the biennial review requirement necessitates the need to commence a new study immediately.

As noted above, the exceptions identified in this finding constitute serious violations of the DFSCA that by their nature cannot be cured. There is no way to truly “correct” a violation of a consumer protection/information law once it occurs. CQLC will be given an opportunity to conduct a meaningful review of its DAAPP and to bring its drug and alcohol programs into full compliance with the DFSCA as required by its PPA. However, the institution is advised that these remedial measures cannot and do not diminish the seriousness of these violations nor do they eliminate the possibility that the Department will impose an adverse administrative action and/or require additional corrective measures as a result.

Based on an evaluation of all available information including CQLC’s response, the Department will determine if additional actions will be required and will advise CQLC accordingly in the FPRD.

CQLC’s Response:

This institution is in agreement with this finding. This institution was not fully compliant in its requirement to review the Drug and Alcohol Abuse Prevention Program (DAAPP) to the specifications as established by the Clery Act on a biennial basis. This institution has regularly reviewed the effectiveness of the Program, distributed information to its students, staff, and community. This institution, however, failed to complete the biennial review of the Program. Upon realization of its deficiency to complete the biennial review of the DAAPP, the institution immediately began implementation to correct. As of September 2014 (following the review team’s visit) this institution had a plan established with specific employees identified to complete the biennial review on ‘even’ years and a completed biennial review. The Revised DAAPP was disseminated to all employees and emailed to all students. Furthermore, the review was posted on this institution’s SharePoint site for future reference. This plan was also posted on the institution’s public website under the ‘Consumer Disclosures’ section for employees, students, perspective students, and the community to review. All students are provided a copy of the institution’s Drug and Alcohol Abuse Education Policy upon enrollment. Furthermore, a copy of the policy can be found in the institution’s school catalog. A copy of the institution’s 2014 Drug and Alcohol Prevention Program-Biennial Review is included as a separate attachment for review. Copies of the institutions’ August 11, 2014, September 23rd and 30th, 2014 emails documenting the dissemination of the 2014 DAAPP, Campus Safety/Clery Act and revised Drug and Alcohol Abuse Prevention Program are also attached for review.

Final Determination:

Finding 3 of the program review report cited CQLC for violations of the *DFSCA* and Part 86 of the Department's General Administrative Regulations. Specifically, the institution persistently failed to conduct biennial reviews of the effectiveness of its DAAPP and of the consistency of sanctions imposed for violations of its disciplinary standards and codes of conduct. As a result of the consequences of these infractions, CQLC was unable to produce a report documenting the outcomes of each review. While the initial finding focused on the biennial review violations, the institution was also required to review and enhance its DAAPP and to produce and distribute an accurate and complete annual disclosure due to concerns about its overall compliance with the *DFSCA* requirements. CQLC also was required to address the biennial review violations by developing and implementing a detailed plan that would govern the conduct of such reviews. Then, in accordance with its plan, the institution was required to conduct a substantive review of the program's effectiveness as soon as initial program data was available. Once the review was completed, CQLC was to produce a detailed report of findings, recommendations for improvement, and supporting documentation. In its response, the institution concurred with the finding, stated that remedial action was taken, and submitted documents in support of its claims.

The Department carefully examined CQLC's narrative response and supporting documentation. The review team's examination showed that the identified violations were, for the most part, satisfactorily addressed by CQLC's response and its enhanced DAAPP, new program disclosure and proof of distribution, the institution's first biennial review report, and new and revised internal policies and procedures. Based on that review and CQLC's admission of noncompliance, all elements of the initial finding are sustained. The Department also determined that CQLC's remedial action plan meets minimum requirements. For these reasons, the Department has accepted the response and considers this finding to be closed for purposes of this program review, subject to the production of the documents requested below. Nevertheless, the officials and directors of CQLC are put on notice that the institution must take all necessary action to address the deficiencies and weaknesses identified by the Department as well as those that were detected during the preparation of the response to the Department's report and may otherwise need to ensure that these violations do not recur. In this regard, CQLC officials are advised that the institution must continue to develop its DAAPP and ensure that all biennial reviews are completed on the required schedule and that its reports include substantive information about the conduct of each review including details about the research methods used and outcomes reached during each evaluation. Care must also be taken to ensure that all findings and recommendations are supported by valid evidence.

Although this finding is now closed, CQLC is reminded that the exceptions identified above constitute serious and persistent violations of the *DFSCA* that by their nature cannot be cured. There is no way to truly “correct” violations of this type once they occur. CQLC asserted that it has taken adequate remedial actions and by doing so, has taken steps to comply with the *DFSCA* as required by its PPA. Notwithstanding the remedial efforts taken thus far, CQLC officials must understand that compliance with the *DFSCA* is essential to maintaining a safe and healthy learning environment. Data compiled by the Department shows that the use of illicit drugs and alcohol abuse is highly correlated to increased incidents of violent crime on campus. *DFSCA* violations deprive students and employees of important information regarding the educational, financial, health, and legal consequences of alcohol abuse and illicit drug use and may deprive institutions of important information about the effectiveness of any drug and alcohol programs that may have been in place. For these reasons, CQLC is advised that its current or future remedial measures cannot and do not diminish the seriousness of these violations nor do these actions eliminate the possibility that the Department will impose an adverse administrative action and/or additional remedial measures as a result.

In light of the serious consequences associated with compliance failures of this type, the Department strongly recommends that CQLC re-examine its drug and alcohol and general Title IV policies, procedures, and programs on at least an annual basis and revise them as needed to ensure that they continue to reflect current institutional policy and are in full compliance with the Federal regulations. Please be advised that the Department may request information on a periodic basis to test the effectiveness of the institution’s new policies and procedures.

D. Appendices

Appendix A

Student Sample from Program Review

The student sample from the program review report will be sent to CQLC via password protected e-mail since it contains personally identifiable information (PII)

Appendix B

CQLC's Response to the Program Review Report

The attachments to the response are available upon request.

Prepared for
Career Quest Learning Center
OPE ID 03915300
PRCN 2014 4 08 28789

Prepared by
U.S. Department of Education
Federal Student Aid
Chicago/Denver School Participation Division

Program Review Report

02/03/2015

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Although the review was thorough, it cannot be assumed to be all-inclusive. The absence of statements in the report concerning CQLC's specific practices and procedures must not be construed as acceptance, approval, or endorsement of those specific practices and procedures. Furthermore, it does not relieve CQLC of its obligation to comply with all of the statutory or regulatory provisions governing the Title IV, HEA programs.

This report reflects initial findings. These findings are not final. The Department will issue its final findings in a subsequent Final Program Review Determination letter.

C. Findings

During the review, several areas of noncompliance were noted. Findings of noncompliance are referenced to the applicable statutes and regulations and specify the actions to be taken by CQLC bring operations of the financial aid programs into compliance with the statutes and regulations.

Finding 1. Return to Title IV (R2T4) Calculation Errors

Citation: 34 CFR § 668.22(a)(B)(e)(i)(ii) (5)(B)(i) state when a recipient of Title IV grant or loan assistance withdraws from an institution during a payment period or period of enrollment in which the recipient began attendance, the institution must determine the amount of Title IV grant or loan assistance that the student earned as of the student's withdrawal date. The amount of title IV grant or loan assistance that is earned by the student is calculated by determining the percentage of title IV grant or loan assistance that has been earned by the student and applying this percentage to the total amount of title IV grant or loan assistance that was disbursed (and that could have been disbursed) to the student, or on the student's behalf, for the payment period or period of enrollment as of the student's withdrawal date.

The amount of title IV grant or loan assistance that is earned by the student is calculated by Percentage earned. The percentage of title IV grant or loan assistance that has been earned by the student is equal to the percentage of the payment period or period of enrollment that the student completed as of the student's withdrawal date, if this date occurs on or before Completion of 60 percent of the payment period or period of enrollment for a program that is measured in credit hours.

In the case of a program that is measured in credit hours, by dividing the total number of calendar days in the payment period or period of enrollment into the number of calendar days completed in that period as of the student's withdrawal date

Noncompliance:

CQLC inaccurately calculated the percentage of period of enrollment for student's # 6 and 23. The institution had been completing the R2T4 calculations by hand and therefore not rounding the percentage once the calculation for payment period was completed. By not rounding up CQLC refunded more funds to the Department than was necessary for the calculation. Therefore there is no liability to the Department.

Required Action:

The Department is must immediately establish and implement policies and procedures by which to calculate its R2T4 calculations. While the current process for calculating R2T4 does not result in funds owed to the Department, CQLC must make sure that every R2T4 calculation in compliance with the Department's policies and procedures and is not over-refunding to the Department.

CQLC indicated that the institution was already aware of the over-refunded amounts due to an audit earlier in the year and has already provided the Department with the results of a full file review for all withdrawn students for the 2013 award year.

Finding 2. Student Credit Balance Deficiencies

Citation: 34 C.F.R. § 668.164(e) and § 668.165(b) states that whenever an institution disburses title IV, HEA program funds by crediting a student's account and the total amount of all title IV, HEA program funds credited exceeds the amount of tuition and fees, room and board, and other authorized charges the institution assessed the student, the institution must pay the resulting credit balance directly to the student or parent as soon as possible but

- No later than 14 days after the balance occurred if the credit balance occurred after the first day of class of a payment period; or
- No later than 14 days after the first day of class of a payment period if the credit balance occurred on or before the first day of class of that payment period.

An institution may retain student's or parent's Title IV funds that exceed the institution's charges if authorized by the student or parent. Notwithstanding this authorization, an institution that has retained Title IV credit balances on behalf of students or parents must pay any remaining balance on loan funds by the end of the loan period and any remaining other Title IV program funds by the end of the last payment period in the award year for which they were awarded. The student's authorization for the institution to retain excess Title IV funds ends when the student is no longer enrolled at the institution and the institution must pay any retained funds directly to the student or parent within 14 days of the student's withdrawal. In obtaining a recipient's authorization to retain Title IV credit balances, an institution may not require or coerce the student or parent to provide that authorization. The institution must permit the student or parent to cancel or modify the authorization at any time and explain how the institution will carry out this activity. If an institution retains excess student funds, the institution must identify the amount of funds the institution holds for each student or parent in a subsidiary ledger account designed for that purpose and maintain at all times cash in its bank account in an amount at least equal to the amount of funds the institution holds on behalf of students or parents. Institutional

consumer information materials, award notification and financial aid counseling should ensure that students are aware of the total amount of institutional charges and the amount of Title IV funds that will be available to pay those charges, as well as the remaining Title IV funds that will be available to assist the student in paying for other education-related expenses.

Noncompliance:

CQLC failed to pay a credit balance within the 14 day period allotted by the Department. Student #22 maintained a credit balance on their account of \$4,699.00 for 75 days (10/04/13-12/18/13) until the next payment period was added. The institution did not have a waiver on file for the student requesting that the funds be held for subsequent payment periods or for future charges.

Required Action

CQLC must immediately establish and implement detailed written policies and procedures for the payment of credit balances that comply with the Department's regulations. The procedures should include the method by which the institution will determine which students have authorized credit balance s that need to be paid to the student and the method by which the student will be paid. A copy of these policies and procedures must be submitted in response to this report.

Finding 3: Failure to Comply with Drug and Alcohol Abuse Prevention Program Requirements

Citation: The Drug-Free Schools and Communities Act (DFSCA) and Part 86 of the Department's General Administrative Regulations require each institution of higher education (IHE) to certify that it has developed and implemented a drug and alcohol abuse prevention program (DAAPP). The program must be designed to prevent the unlawful possession, use, and distribution of drugs and alcohol on campus and at recognized events and activities.

On an annual basis, each IHE must provide the following information in writing to all current students (enrolled for any type of academic credit except for continuing education units) and all current employees:

- 6) A written statement about its standards of conduct that prohibits the unlawful possession, use or distribution of illicit drugs and alcohol by students and employees;

- 7) A written description of legal sanctions imposed under Federal, state, and local laws and ordinances for unlawful possession or distribution of illicit drugs and alcohol;
- 8) A description of the health risks associated with the use of illicit drugs and alcohol abuse;
- 9) A description of any drug or alcohol counseling, treatment, and rehabilitation/re-entry programs that are available to students and employees; and,
- 10) A statement that the IHE will impose disciplinary sanctions on students and employees for violations of the institution's codes of conduct and a description of such sanctions.

The distribution plan must make provisions for providing the DAAPP disclosure annually to students who enroll at a date after the initial distribution and for employees who are hired at different points throughout the year.

In addition, each IHE must conduct a biennial review to determine the effectiveness of its DAAPP and to ensure consistent enforcement of applicable drug and alcohol-related statutes, ordinances, and institutional policies against students and employees found to be in violation. The biennial review materials must be maintained by the IHE and made available to the Department upon request. 34 C.F.R. §§ 86.3 and 86.100.

Noncompliance:

CQLC violated multiple requirements of the DFSCA. Specifically, the school persistently failed to conduct any biennial reviews. As a direct outcome of this violation, CQLC has failed to do the following requirements:

- assess the effectiveness of its DAAPP;
- evaluate the consistency of sanctions imposed for violations of its disciplinary standards and codes of conduct related to drugs and alcohol;
- and, identify areas requiring improvement or modification.

Finally, by neglecting to conduct biennial review, CQLC also failed to produce a report of its biennial review findings.

Failure to comply with the DFSCA's DAAPP requirements deprives students and employees of important information regarding the educational, disciplinary, health, and legal consequences of illegal drug use and alcohol abuse. Failure to comply with the biennial review requirements also deprives the CQLC community of important information about the effectiveness of its own drug and alcohol programs. Such failures may contribute to increased drug and alcohol abuse as well as an increase in drug and alcohol-related violent crime at CQLC.

Required Action:

CQLC is required to take all necessary corrective actions to resolve these violations and to ensure that they do not recur. At a minimum, CQLC must perform the following:

- Produce drug and alcohol program materials and develop new program content as needed to ensure that a comprehensive DAAPP that includes all of the required elements found in the DFSCA is in place;
- Publish a materially-complete annual DAAPP disclosure that summarizes the program;
- Develop detailed policies and procedures that will ensure that the DAAPP disclosure is distributed annually to every student who enrolls for any academic credit and to all employees. This policy must provide for active delivery to every member of the campus community regardless of when they enroll or are hired, and irrespective of the duration of enrollment/employment. A copy of CQLC's new DAAPP and new distribution policy must accompany with its response to this program review report.
- Distribute the new DAAPP disclosure and provide documentation evidencing the distribution as well as a statement of certification attesting to the fact that the materials were distributed in accordance with the DFSCA. This certification must also affirm that the institution understands all of its DFSCA obligations and that it has taken all necessary corrective actions to ensure that these violations do not recur;
- Conduct a biennial review to measure the effectiveness of its DAAPP and prepare a report of findings. CQLC's report must include a description of the research methods and data analysis tools that were used to determine the effectiveness of the program and the consistency of its enforcement strategy. The report must identify the responsible official(s) and office(s) that conducted the biennial review. Finally, the biennial review report (BR) must be approved by CQLC's chief executive and/or its Board. The biennial review must be completed by May 1, 2015 and its report and supporting materials must be submitted to the review team by May 15, 2015. The Department expects to see evidence of CQLC's sincere commitment in this endeavor.
- Establish policies and procedures to ensure that all subsequent biennial reviews are conducted in a timely manner and are fully documented and to take all other

necessary action to ensure that these violations do not recur. A copy of these new policies and procedures must accompany CQLC's biennial review report.

CQLC must incorporate the findings from its biennial review into its DAAPP. Because the DFSCA went into effect in 1990, longstanding practice dictates that the biennial review is normally conducted in even-numbered years; however, CQLC's persistent failure to comply with all elements of the biennial review requirement necessitates the need to commence a new study immediately.

As noted above, the exceptions identified in this finding constitute serious violations of the DFSCA that by their nature cannot be cured. There is no way to truly "correct" a violation of a consumer protection/information law once it occurs. CQLC will be given an opportunity to conduct a meaningful review of its DAAPP and to bring its drug and alcohol programs into full compliance with the DFSCA as required by its PPA. However, the institution is advised that these remedial measures cannot and do not diminish the seriousness of these violations nor do they eliminate the possibility that the Department will impose an adverse administrative action and/or require additional corrective measures as a result.

Based on an evaluation of all available information including CQLC's response, the Department will determine if additional actions will be required and will advise CQLC accordingly in the FPRD.

D. Recommendations

The following is a / are recommendation(s) based upon observations made by the review team during the program review. CQLC is not required to provide a response to, nor is CQLC required to act upon, these recommendations. However, the review team believes that adoption of this/these recommendation(s) will assist the institution in its administration of Title IV, HEA program funds.

- The Department recommends that CQLC automates its system of sending information to its Servicer. This will reduce the amount of errors that occur in submitting the information to the servicer for review prior to submitting it to the Department.
- The Department also recommends more automation between departments at CQLC. CQLC was unable to locate some information because so much of the information is transmitted via paper. Once CQLC automates the dissemination of information between departments, it will be easier to access and every department will have immediate access to information.

- The Department also recommends that CQLC utilizes the Department's R2T4 calculation tool to complete withdrawal calculations. By utilizing this tool, CQLC will reduce the errors in completing calculations.

E. Appendices

Appendix A (Student Sample) contain personally identifiable information and will be emailed to CQLC as an encrypted WinZip file using Advanced Encryption Standard, 256-bit. The password needed to open the encrypted WinZip file(s) will be sent in a separate email.